

## Systems Management Domain Subcommittee

### Meeting Minutes from 1/7/04

Meeting was called to order at 2:05 pm.

Those in attendance were Debbie Dunn, Charlie Zeberlein, Dave Gerth, Dietra Thomas, Lee Foster, Russell Collier, John Ward, Jim Scurry, Eric Pinckney & Doug Mader.

(Not present: Floyd Stayner)

Assigned Russell Collier as scribe.

Approved meeting minutes from last month's meeting.

Reviewed today's meeting Agenda.

#### **Business Discussion:**

Dave Gerth was elected domain vice-chair for the subcommittee.

Dietra Thomas was 1<sup>st</sup> runner-up in the election.

Beverly Horton conducted a brief overview of the Sills Gap Analysis that is an inventory of IT skills throughout state government with 42 state agencies participating. The analysis is trying to determine if the state has the current skill sets to meet the standards we are setting in each individual subcommittee. The subcommittee then quickly went through the Skill Inventory Skill Selection Tool sheet adding and removing skills that would fall under the Systems Management Subcommittee (**SMS**) domain. All additional skills need to be reported to the chairperson, Doug Mader, by Friday, Jan. 9<sup>th</sup>.

Reviewed and modified the domain strategy to read: "Provide a common framework of Systems Management standards, products and services within a defined architecture to manage Information Technology infrastructure and applications". The strategy was unanimously ratified. It was agreed to remove the phrase "The State's" Information Technology infrastructure in order to include agencies that are operating on their own (and not the state's) network.

Questions were raised about the possibility of adding a System Management Tools discipline. After discussion, the group determined that system management tools would be rolled up under the Performance Capacity Management discipline, if, the title was changed to Performance *and* Capacity management. Group agreed to change the title. The owners of each of the 7 disciplines are as follows:

Discipline	Owner(s)
Problem/Change/Configuration Mgmt	Dave Gerth
Performance and Capacity Mgmt	Charlie Zeberlein
Network Events Monitoring	Floyd Stayner + Russell Collier
Software Distribution	Lee Foster
End-User Support	Doug Mader
Asset Management	Debbie Dunn
Disaster Recovery	Dietra Thomas

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A brief overview was given on the scope and breakdown for each discipline. It was noted that each discipline (if applicable) should cover all platforms (mainframe, midrange, file/application server, desktop, laptop, wireless devices, etc).

Questions were raised if policy and procedures should be included in the scope of any particular discipline. It was agreed that policy and procedures should be included if needed to successfully use a specific tool and that the term 'Best Practices' would be used with the recommendations instead of policies/procedures.

#### **Action Items:**

1. SMS subcommittee will have until Friday January 9, 2004 to respond with other needed skills on Skill Inventory list
2. Eric Pinckney – Obtain research on Asset Management and Disaster Recovery
3. Eric Pinckney – Obtain a detail report of which agency responded with what products for which discipline
4. Discipline owners will research their area and advise the Systems Management Subcommittee of status at next meeting.

**Next Meeting Date: Wednesday, Feb. 4, at 2 pm Dept. of Revenue**